

**Notice of References Cited**

Application/Control No.

09/884,580

Applicant(s)/Patent Under  
Reexamination  
BOIES ET AL.

Examiner

Traci L Smith

Art Unit

3629

Page 1 of 1

**U.S. PATENT DOCUMENTS**

*		Document Number Country Code-Number-Kind Code	Date MM-YYYY	Name	Classification
	A	US-6,192,341	02-2001	Becker et al.	704/271
	B	US-6,591,008	07-2003	Surve et al.	382/162
	C	US-5,974,116	10-1999	Engelke et al.	379/52
	D	US-			
	E	US-			
	F	US-			
	G	US-			
	H	US-			
	I	US-			
	J	US-			
	K	US-			
	L	US-			
	M	US-			

**FOREIGN PATENT DOCUMENTS**

*		Document Number Country Code-Number-Kind Code	Date MM-YYYY	Country	Name	Classification
	N	JP 2003050766 A	02-2003	Japan	RODRIGUEZ et al.	G06F 13/00
	O					
	P					
	Q					
	R					
	S					
	T					

**NON-PATENT DOCUMENTS**

*		Include as applicable: Author, Title Date, Publisher, Edition or Volume, Pertinent Pages)
	U	Business Wire, April 3,2000. "eAssist.com Delivers Interactive E-Customer Support for Concierge Inc. New York□□
	V	
	W	
	X	

\*A copy of this reference is not being furnished with this Office action. (See MPEP § 707.05(a).)  
Dates in MM-YYYY format are publication dates. Classifications may be US or foreign.